

POSITION DESCRIPTION

DOA-15302 (C07/2015)
PREVIOUSLY OSER-DMRS-10
State of Wisconsin
Department of Administration/Division of Personnel Management

1. Position No.

321648

2. Cert / Reclass Request
No.

16-0069

3. Agency No.

437

4. NAME OF EMPLOYEE

6. CLASSIFICATION TITLE OF POSITION
Program and Policy Analyst

7. CLASS TITLE OPTION *(to be filled out by Human Resources Office)*

9. AGENCY WORKING TITLE OF POSITION

11. NAME AND CLASS OF FIRST-LINE SUPERVISOR
Vacant, Human Services Supervisor

5. DEPARTMENT, UNIT, WORK ADDRESS
Department of Children and Families
Division of Family and Economic Security/BCS
212 E. Washington Ave.
Madison, WI 53703

8. NAME AND CLASS OF FORMER INCUMBENT
David Berndt, Program and Policy Analyst

10. NAME & CLASS OF EMPLOYEES PERFORMING SIMILAR DUTIES
Mary M. Moyer, Program and Policy Analyst Advanced

12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYEE
PERFORMED THE WORK DESCRIBED BELOW?

13. DOES THIS POSITION SUPERVISE SUBORDINATE EMPLOYEES IN PERMANENT POSITIONS? Yes ☐ No ☒
IF YES, COMPLETE AND ATTACH A SUPERVISOR EXCLUSION ANALYSIS FORM.

14. POSITION SUMMARY – PLEASE DESCRIBE BELOW THE MAJOR GOALS OF THIS POSITION:
SEE ATTACHED

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION *(Please see sample format and instructions on Page 3.)*

- GOALS: Describe the major achievements, outputs, or results. List them in descending order of importance.
- WORKER ACTIVITIES: Under each goal, list the worker activities performed to meet that goal.
- TIME %: Include for goals and major worker activities.

TIME %

GOALS AND WORKER ACTIVITIES

(Continue on attached sheets)

16. SUPERVISORY SECTION - TO BE COMPLETED BY THE FIRST LINE SUPERVISOR OF THIS POSITION *(See Instructions on Page 2)*

- a. The supervision, direction, and review given to the work of this position is [] close [X] limited [] general.
- b. The statements and time estimates above and on attachments accurately describe the work assigned to the position.
(Please initial and date attachments.)

Signature of first-line supervisor _____ Date _____

17. EMPLOYEE SECTION - TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION

I have read and understand that the statements and time estimates above and on attachments are a description of the functions assigned my position.
(Please initial and date attachments.)

Signature of employee _____ Date _____

18. Signature of Human Resources Manager _____ Date _____

DISTRIBUTE COPIES OF SIGNED FORM TO:

☐ P-FILE

☐ SUPERVISOR

☐ EMPLOYEE

☐ CERT REQUEST COPY

POSITION DESCRIPTION
DCF/DFES/Bureau of Child Support
Program and Policy Analyst
Policy and Program Performance Section
Position Number 321648

Position Summary: Under the limited supervision of the Chief of Policy and Program Performance Section of the Bureau of Child Support (BCS), this position performs professional policy analysis, program planning, program review, policy procedure development, and performance evaluation for the Wisconsin Child Support (CS) program, which serves custodial and non-custodial parents.

This position is responsible for specific issues, operational tasks, and/or subject areas. Assignments require consideration of federal and state laws and policy guidance, as well as the practical administrative needs of local Child Support Agencies (CSAs), and the capabilities of and potential implications for the automated system used for child support case management and financial record-keeping. Assignments frequently result in written products, such as memos, issue papers identifying alternatives for management decision, and e-mail responses to questions posed by CSA workers.

This position acts as a workgroup member on behalf of BCS for the business needs associated with major comprehensive projects, including those that involve information systems changes, as well as policy and procedure changes. Workgroups, typically led by more experienced or advanced staff, may include representation from other sections within BCS, staff from other bureaus, such as Information Technology Systems and Regional Operations, and/or training staff and representatives of CSAs or other state agencies.

- 25% A. Analyze federal law/regulations, state statutes/administrative rules, and program policy and procedures.
- A1. Develop detailed knowledge of aspects of the CS program, and general knowledge of the policies and procedures of related programs administered by DCF and sister agencies, e.g., Wisconsin Shares Child Care, Wisconsin Works, Child Protection Services, Food Share, Medicaid, Caretaker Supplement, Kinship Care, and SSDI and SSI, etc.
 - A2. Identify and analyze issues, or assist other Section staff in the identification and analysis of issues that require the development of policies and procedures; propose potential changes in program guidance or procedures.
 - A3. Produce written documents that present laws and regulations, data and interpretations of data, options and recommendations for actions, along with supporting reasoning, to Bureau, Division, and Department managers for review and approval, discussion, or decisions.
 - A4. Participate in workgroup reviews of program policy requirements and the development of procedures to facilitate effective program implementation.
 - A5. Provide administrative and program assistance in the rule promulgation process.
 - A6. Assist in the analysis of existing state laws and in the drafting of alternative legislative language relating to CS program administration.
 - A7. Assist in the development of state plan updates, waiver requests, audits, and reports.
 - A8. Review federal law, statutes, administrative rules, and current policy to determine consistency of policy or practice with the legal basis, or to summarize and present, using plain English, in Fact Sheets or other guidance for local CSA staff.
 - A9. Analyze concerns, complaints, and suggestions from CSAs, other government units, and other Division and Department policy developers; help prepare the Division's response.
- 25% B. Assist in the process for planning and implementing policy or procedure changes, such as those implementing changes in state or federal laws or regulations.
- B1. Participate as a working member in Section, Bureau, Division and inter- and intra-departmental work groups, committees, or teams for improvement of CS program implementation and coordination with allied programs.

- B2. Record the decisions of the workgroup. Ensure that the documentation is consistent with the workgroup decisions and the programmatic and system goals of BCS.
 - B3. Maintain documentation concerning the initiative, and act as an information resource about the initiative when questions arise in the future.
 - B4. Assist in developing an implementation plan and carrying out all aspects related to the implementation of the change in policy or procedure.
 - B5. Assist in the preparation of written policy materials in clear, concise, and grammatically correct language for use by program and CSA staff.
 - B6. Consult with federal agency staff to confirm understanding of federal regulations and guidance.
 - B7. Participate in the development of monitoring plans. Work with state program staff, regional office staff, contractor staff, and management staff to identify priority areas to monitor; develop monitoring processes and tools; and develop reports to support monitoring.
- 15% C. Assist in the process of updating automated systems to support CS program initiatives.
- C1. Help determine the need for information system changes.
 - C2. Participate in workgroups and meetings to identify business requirements for system fixes, changes, and enhancements to ensure that the automation of policy is accurate, or to assist management in prioritizing among identified potential IT work items.
 - C3. Participate in documentation review and acceptance of system fixes, new modules, and enhancements provided by BCS Systems Support and Development and BITS staff.
 - C4. Perform assigned user-acceptance testing of systems modifications, including the development of test scenarios; identify test issues and problems.
 - C5. Identify automation barriers to program implementation, effective program operation, and more productive program outcomes.
 - C6. Solicit input from a range of stakeholders to identify barriers to effective use of CS information systems, and communicate those barriers to Section Chief or workgroup lead and members.
- 15% D. Provide consultation, guidance and technical assistance on the CS program policies and procedures to policy section customers.
- D1. Work with Chief, other Section staff, and other BCS and Division staff to communicate accurate and up-to-date information to Bureau customers, including CSA staff or other local officials, other state agencies, legislative staff, advocacy groups, non-profit organizations, federal agency staff, and other interested members of the public.
 - D2. Coordinate with other BCS and DFES staff to ensure timely development of manuals, Child Support Bulletins, Child Support Letters, Fact Sheets, training documents, reports, and other documents necessary to support staff that is responsible for the day-to-day administration of CS program policies.
 - D3. Consult with BCS and DFES staff to clarify policies and procedures affecting performance monitoring, state audits, federal audits, etc.
 - D4. Respond, typically in writing, following Section and BCS policies and procedures, to policy and procedural questions from CSA staff; responses may include explanations and clarifications, policy interpretations, and assistance to implement CS program requirements.
 - D5. Provide background, technical assistance, and guidance on CS program policies to a diverse staff engaged in aspects of program implementation and performance monitoring, including state or county

program staff, regional staff, BITS staff, IT contract staff, and other technical staff involved in IT support.

- D6. Develop reports, analyze data, or provide technical assistance, guidance, and background information to staff charged with the design and development of CS management reports, federal reports, and the planning and implementation of evaluations of BCS policy, programs, and contractors.

20% E. Perform other functions critical to accomplishing the goals and objectives of the Bureau of Child Support.

- E1. Participate in meetings of the Section, Bureau, Policy Advisory Committee, Wisconsin Child Support Enforcement Association, policy planning groups, technical staff, and others.
- E2. Provide program management support in the planning of meetings, and technical support to work groups and committees, including:
- Scheduling meetings and developing agendas
 - Developing meeting materials and background information
 - Presenting materials, data, and information at designated meetings
 - Taking notes or minutes and documenting action items
 - Conducting follow-up work and activities associated with meeting conclusions
- E3. Prepare and deliver presentations regarding the CS program.
- E4. Review reference materials such as Child Support Bulletins, Child Support Letters, policy manuals, Fact Sheets, and bureau websites for programmatic accuracy and quality and consistency of writing styles.
- E5. Represent BCS at meetings and in group settings to ensure the policies and procedures of the CS program are communicated accurately.
- E6. Analysts, particularly those at the full-performance (objective) level, occasionally may apply for grants and, if funds are awarded, manage the contracts resulting from the grant.
- E7. Assist in the preparation of Requests for Proposals (RFP) and Proposal Review Criteria, contract language, monitoring tools, flow chart of contractor activity requirements, contract reports, implementation plans, and data for program evaluation.
- E8. Provide information and support to Section staff and BCS and Department financial staff and budget analysts in the development of annual or biennial program budgets and cost estimates for other legislation and initiatives.
- E9. Take job-related annual and refresher training (e.g., Safeguarding IRS information) and training required of all employees (e.g., cyber-security, use of the STAR time-and-absence payroll system).
- E10. Read child-support and human-service-related research, web-sites, etc.
- E11. Provide coverage during absences of other Section staff, serve as back-up to specialized functions primarily performed by other staff (cross-train), and assist other sections on a temporary basis due to workload, etc.

KNOWLEDGE, SKILLS, and ABILITIES

1. Knowledge of, or ability to acquire knowledge of, federal and state laws, regulations, and administrative rules that govern the CS program.
2. Some knowledge and skills in the practice, procedures, and principles of program planning and analysis.
3. Some knowledge of the structure of state and local administration of the CS program, including a general knowledge of county government and courts.
4. Some knowledge of systems analyses in order to conceptualize direct and indirect effects of program and policy alternatives.
5. Some knowledge of, or ability to acquire working knowledge of or use, the Kids Information Data System (KIDS) for inquiry and in order to develop business requirements for programming of program policy.
6. Analytical and problem-solving skills (critical thinking, logical thinking), and ability to accurately and appropriately respond to specific details presented in a case or policy question.
7. Proven ability to communicate effectively, both verbally and in writing, including the ability to summarize information on complex subjects for a wide variety of audiences both internal and external to the Division.
8. Proven ability to write in a clear, concise, and grammatically correct manner.
9. Proven ability to be a team player (ability to act collegially, cooperatively, and professionally with staff and superiors at all levels of the organization).
10. Some ability to lead or co-lead work groups.
11. Experience in working on project teams in a problem-solving process.
12. Proven skills in initiating and maintaining positive interpersonal relationships with customers and those from whom one needs information or cooperation.
13. Ability to use personal computer software programs including Word and Excel.